



# Sustaining the Relationship

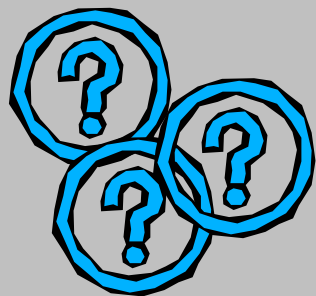
Presented by:

***Amanda Beckman***

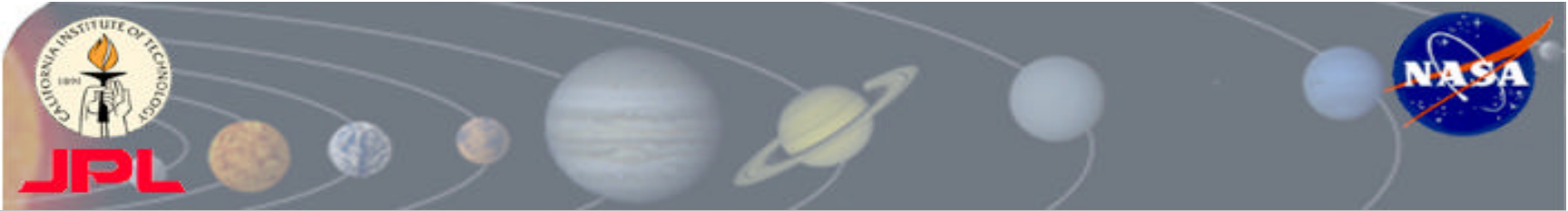
Manager, Procurement Service Center  
Jet Propulsion Laboratory



You've convinced us to do  
business with your company.  
Or maybe, you've done business  
with us before and want to  
continue the partnership.

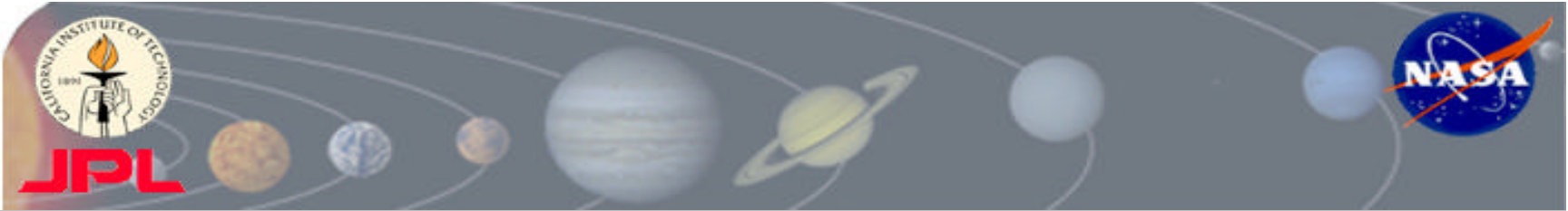


**What's next?**

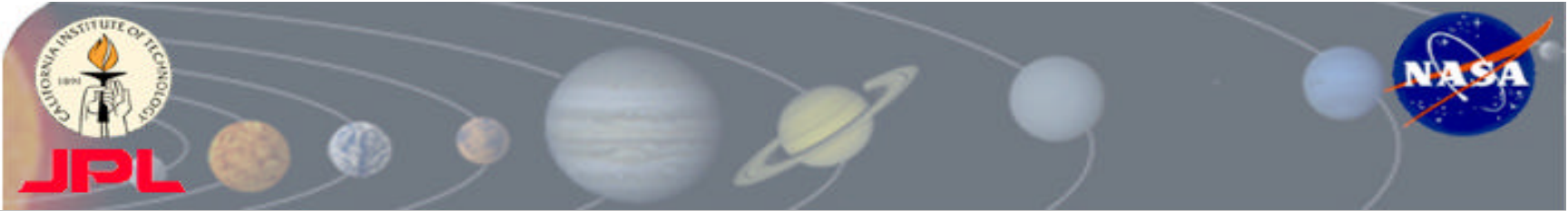


“There is a curious relationship between a candidate and the reporters who cover him. It can be affected by small things like a competent press staff, enough seats, sandwiches and briefings and the ability to understand deadlines.”

- *Ronald Steel*

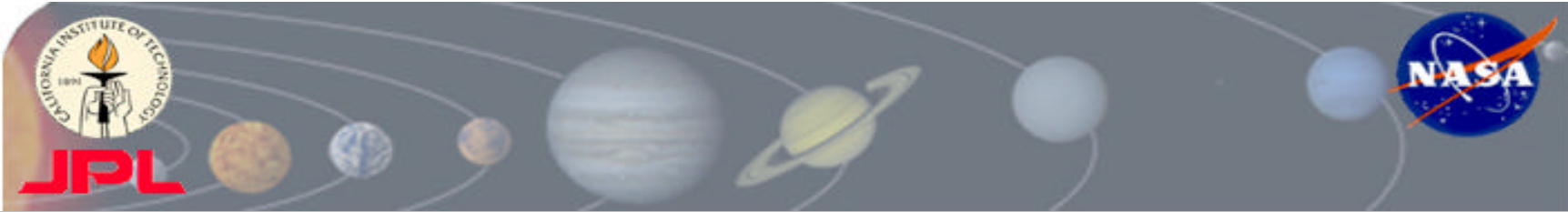


**ex-pec-ta-tion:** *that which is looked forward to; that which is considered reasonable, due, or necessary*



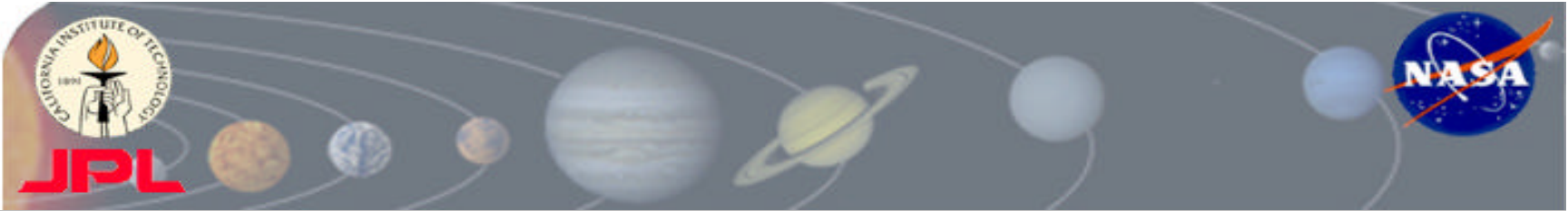
**We expect professionalism.**

- **Hold to your commitments.**
- **Make it easy to do business with you.**
- **Provide solutions. Don't just sell.**



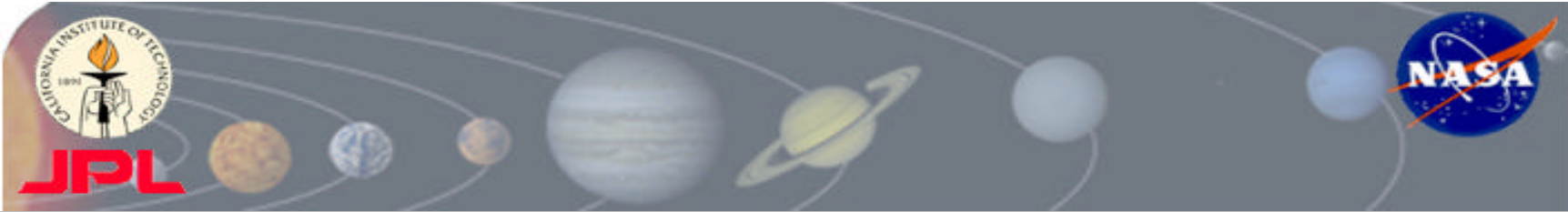
**We expect:**

- **Excellent customer service**
- **On time delivery**
- **Quality products &/or services**
- **Reasonable prices**
- **Best value**
- **An efficient invoicing process**



## **We expect:**

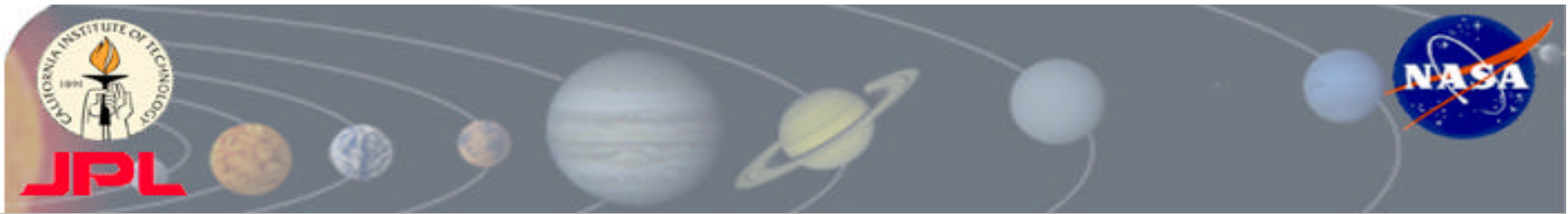
- **Develop relationships with the buyers.**
- **You to understand our business and business cycle.**
- **Avoid unnecessary contact with buyers during peak time periods.**



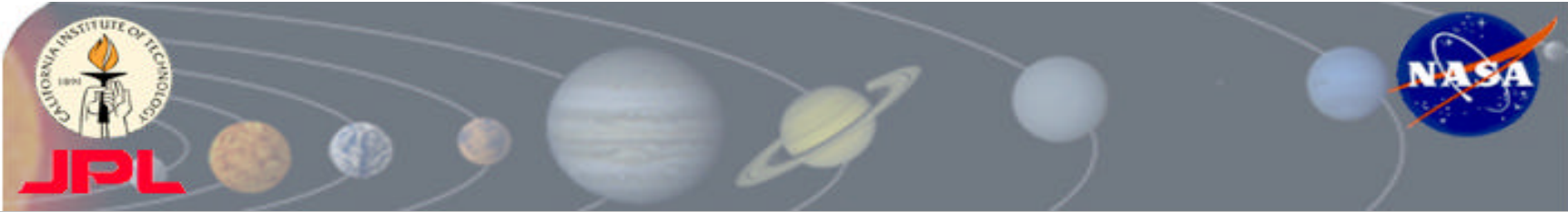
## **We expect:**

- **You to build a larger base of direct contacts through networking.**
- **You to ask “why”.**
- **Know where your product fits into the buying strategy.**





# Success stories



# How We Buy

- Blanket Agreements
- G.S.A. Contracts
- One Time Spot Buys
- Credit Cards
- E-Commerce

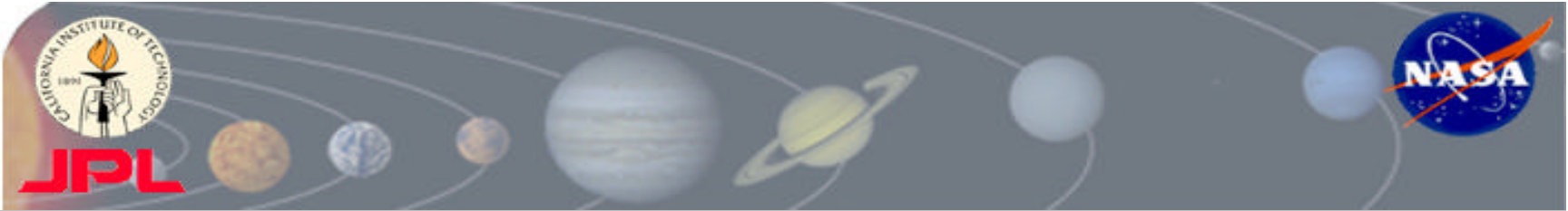
*Use these tools to  
make it easy to do  
business with you.*



# **What We Buy**

## **High Tech Products and Services**

- **Spacecraft**
- **Spacecraft Subsystems & Assemblies**
- **Spacecraft Instruments & Science Investigations**
- **R&D Studies & Hardware**
- **Technology & Application Programs**
- **Subcontracted Support Services**
- **Facilities Construction**

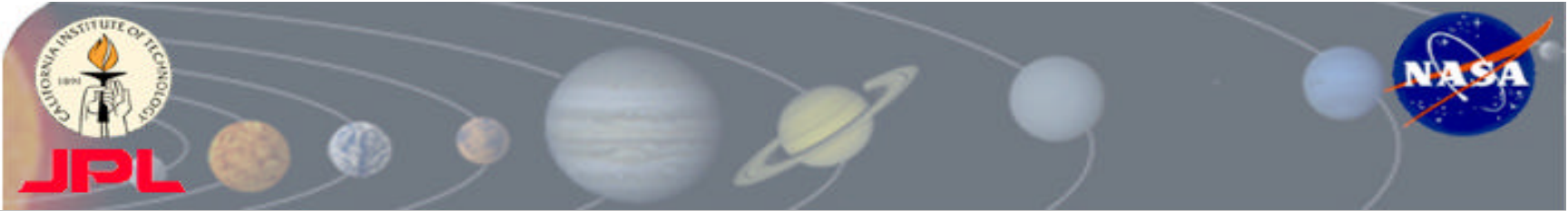


**Be your best.....**

**Say what you do BEST.**

**Do what you do BEST.**

**Price right for what you do BEST.**



JPL partners with thousands of suppliers.

**Be our next partner.**